Claims

I claim:

1.   A method of providing automated reservations comprising the steps of:

5   authenticating a user utilizing one or more forms of
            identification data to access an awards account;

       acquiring itinerary data from said user;

       querying an itinerary database with said itinerary
            data;

10   providing to said user a plurality of itineraries;

       allowing a user to select an itinerary from said
            plurality of itineraries;

       querying an awards database to determine if said user
            has sufficient awards in said awards account for

15   said selected itinerary; and

       acquiring payment information from said user for said
            selected itinerary.

2.   A method of providing automated reservations according

20 to Claim 1, further including the step of:

       confirming said selected itinerary.

3.   A method of providing automated reservations according

to Claim 1, further including the steps of:

placing said selected itinerary on hold; and

providing said user a reference number indicative of
said itinerary.

5   4.   A method of providing automated reservations according
to Claim 1 wherein said user interacts with said automated
reservations system utilizing vocal responses.

5.   A method of providing automated reservations according
10 to Claim 1, further including the step of:
assigning seats to said user for said selected
itinerary.

6.   A method of providing automated reservations according
15 to Claim 1, wherein said user is transferred to an operator
upon request.

7.   A method of providing automated reservations according
to Claim 1, wherein said itinerary data includes one or
20 more of the group consisting of a departure date, an
arrival date, a departure time, an arrival time, departure
location, arrival destination, number of passengers, class
of service, and seating preference.

8. A method of providing automated reservations according to Claim 1, wherein said identification data is biometric data.

9. A method of providing automated reservations according to Claim 8, wherein said identification data is voice data.

10. A method of providing automated reservations according to Claim 1, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

11. A method of providing automated reservations according to Claim 1, wherein said awards database is a look-up table.